

GROWING STRONG:

First Year
Evaluation
Findings for
DWC's
Critical Time
Intervention



An Evaluation Project Sponsored by The Conrad N. Hilton Foundation and Fannie Mae with support from The Corporation for Supportive Housing, Los Angeles County Department of Mental Health, and Housing Innovations



WHY EVALUATE?

- © **Evaluation** is a **learning process** that helps you understand what difference your work makes and provides insights on how to deepen your impact.



TWO BIG GOALS

Learn



- ◎ Document the implementation of CTI within DWC's unique context
- ◎ Identify best practices
- ◎ Identify barriers, challenges and solutions that emerged
- ◎ Improve future implementations

Show Impact



- ◎ Housing stability
- ◎ Access to entitlement programs & benefits
- ◎ Use of emergency services
- ◎ Mental/physical health outcomes
- ◎ Personal goals attainment (education, employment, family connections)

DATA SOURCES

Client Outcomes

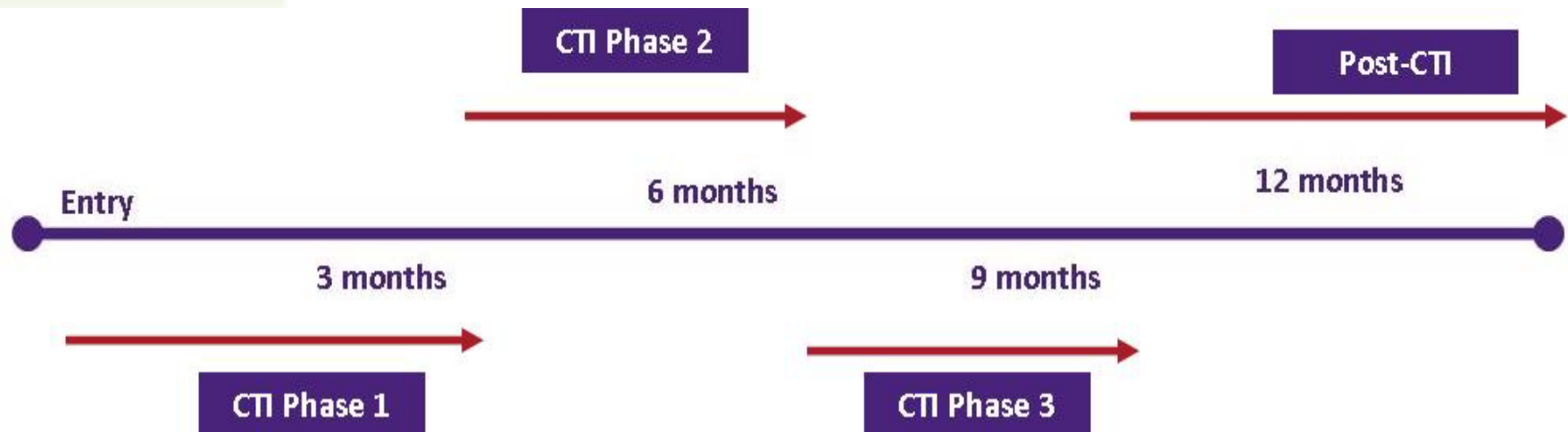
- ⊙ Client Interviews
- ⊙ File review (back-up)
- ⊙ Property management data

Implementation

- ⊙ CTI Technical Assistance Team
- ⊙ CTI Project Director
- ⊙ CTI Case Managers
- ⊙ Select partner organizations



EVALUATION TIMELINE



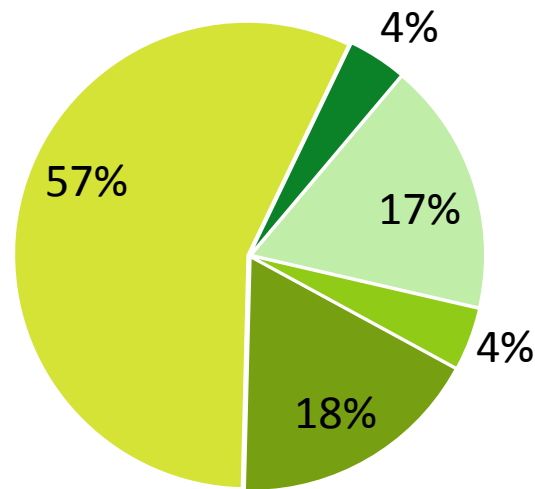
CTI CLIENT OVERVIEW

What were the
characteristics
of clients who
entered CTI?



DEMOGRAPHICS

Race/Ethnicity



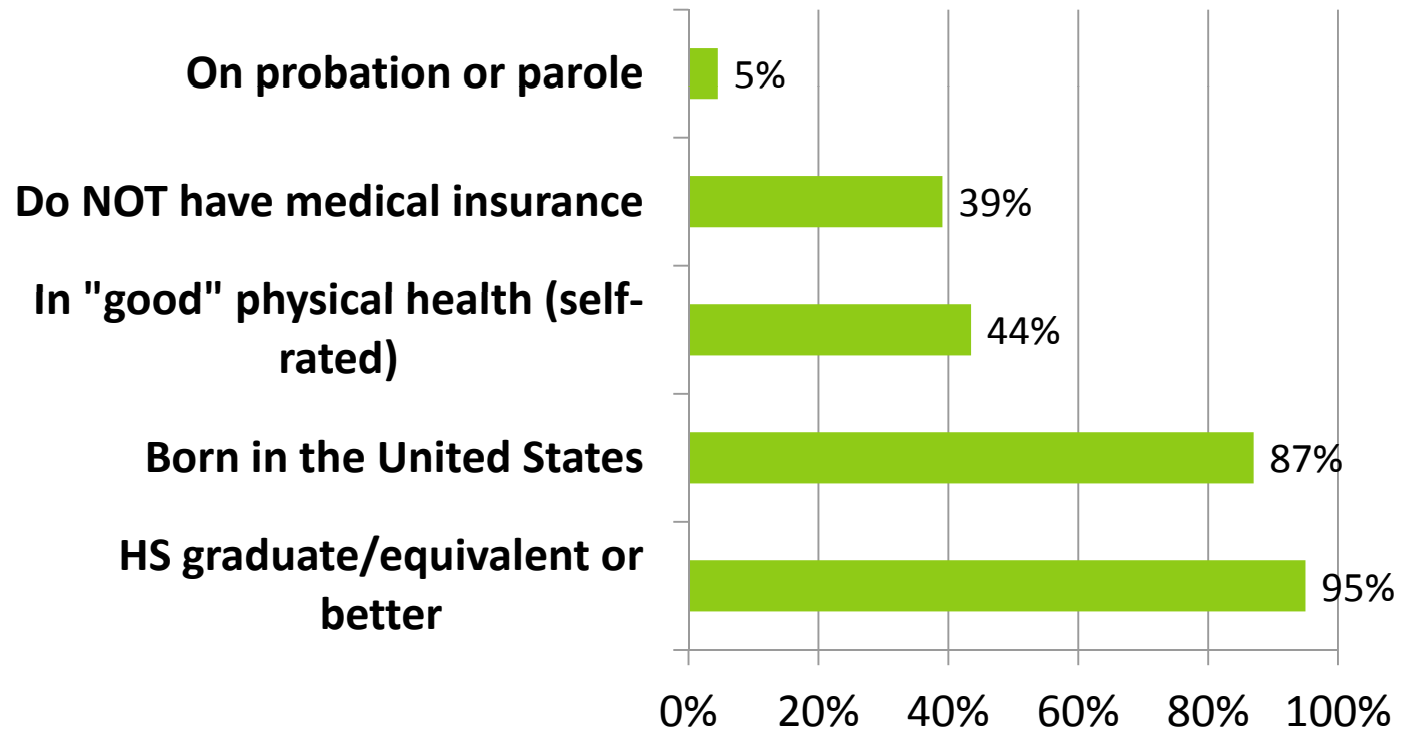
- Latino
- White
- African American
- Asian
- Other

Age

- ◎ Range: 22 to 69 Years
- ◎ Median Age: 52 Years
- ◎ 30% first episode of homelessness before the age of 17

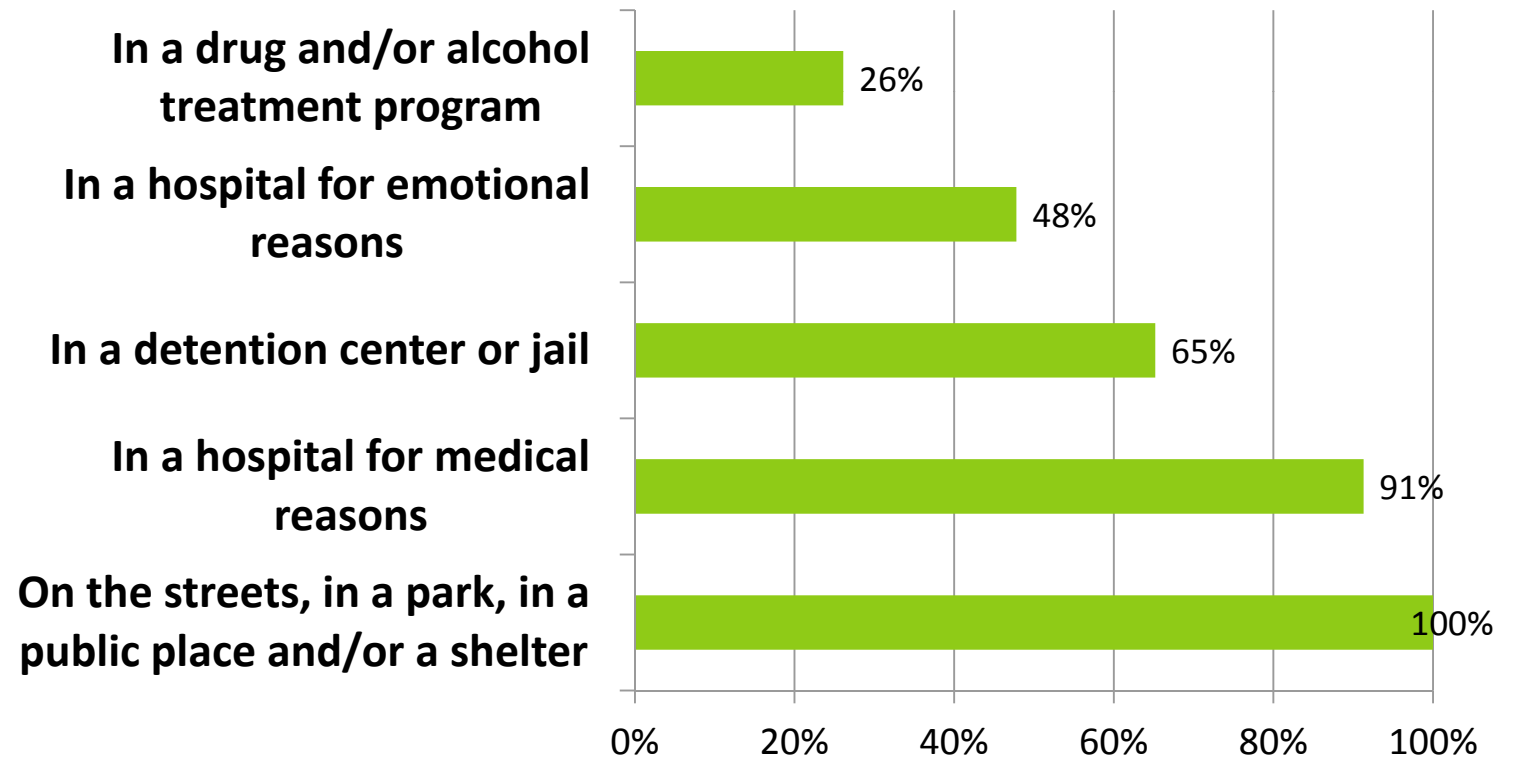
CLIENT OVERVIEW

At Enrollment:



LIFETIME HOUSING HISTORY

Percent of Clients who have experienced an overnight stay ...

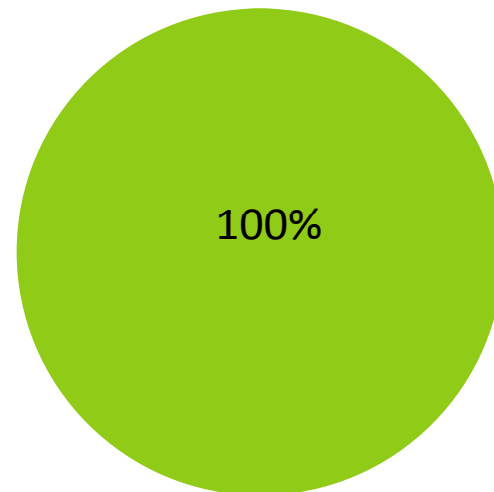


PRELIMINARY OUTCOMES

What was the
impact of CTI
on clients?

HOUSING STABILITY

Percent Stably Housed



Other Findings:

- ⊙ No nights on the street
- ⊙ No nights in jail/prison
- ⊙ 8.3% hospitalized one or more nights for medical/emotional
- ⊙ 4.2% spent one or more nights in a crisis or respite center



PERSONAL GOAL ATTAINMENT

Client Goals

Housing *Obtain DWC housing, Obtain in-home housing support*

Financial *Apply to SSI, Obtain GR, Find a job*

Health and Mental Health *Obtain cancer treatment, Participate in MH groups, Stabilize on medication*

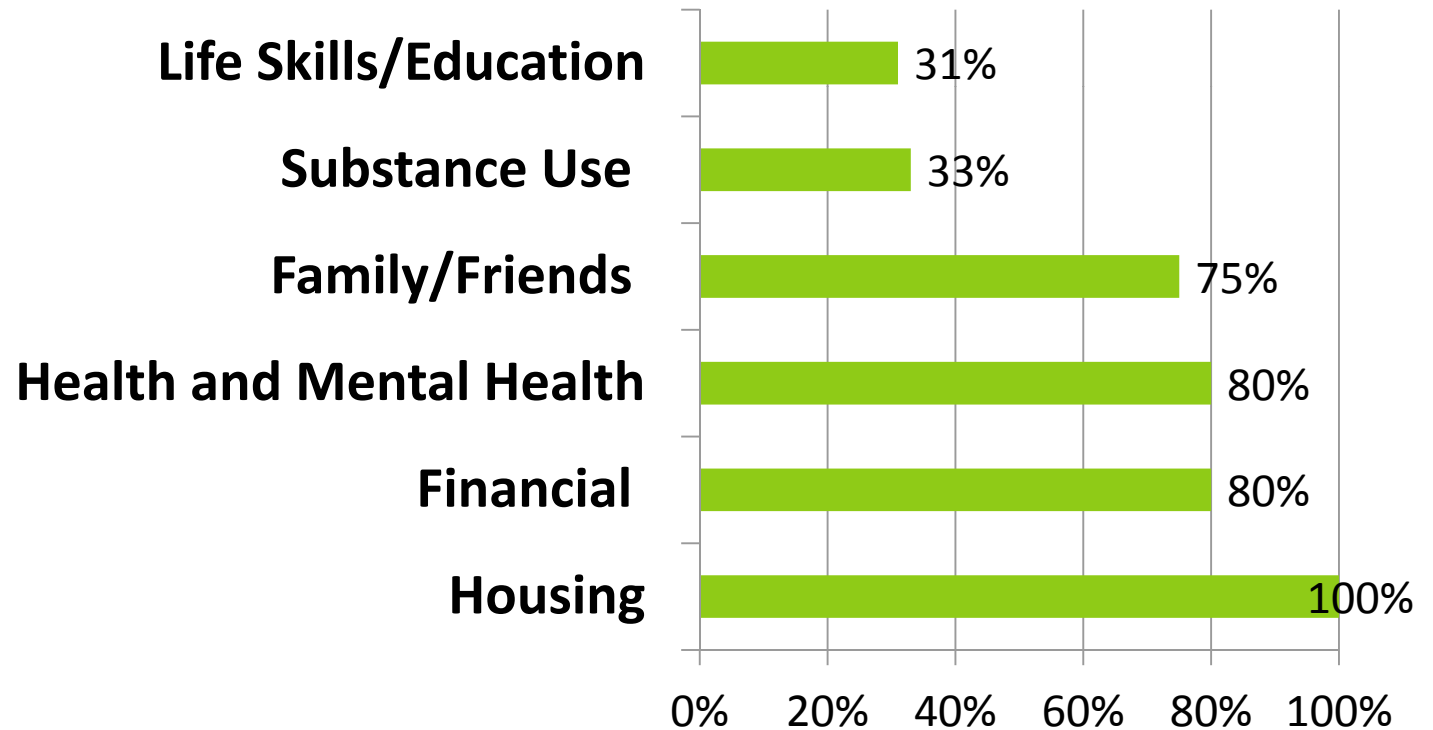
Substance Use *Stop smoking, Enroll in substance abuse program*

Family/Friends *Support daughter with child care, Engage other residents in conversation, Reach out to family*

Life Skills/Education *Obtain training, obtain GED*

PERSONAL GOAL ATTAINMENT

Percent Goals Attained





WHAT'S NEXT?

- ◎ Track outcomes over time
- ◎ Explore using Property Management data
- ◎ Examine mental health outcomes more closely
- ◎ Track progress towards longer-term client goals
- ◎ Qualitative data
 - ◎ Client stories
 - ◎ Staff perspectives
- ◎ What would you like to know?

QUESTIONS AND COMMENTS



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